

## The Randolph Surgery PPG Meeting

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| <b>DATE</b>    | Meeting Date: 7 <sup>th</sup> December 2020   | <b>TIME</b>  | Meeting Time: 18:00-20:00 |
| <b>Present</b> | <p><b>PPG</b><br/>JLD Interim Chair PPG, TE Vice-Chair PPG;<br/>MF, VG, MJ, AT, EW</p> <p><b>AT Medics</b><br/>Practice Manager Randolph Surgery - Yasmin Bouzelmate (YB)<br/>Minute Taker – Meriam Besbas (MB)<br/>Lead Clinician - Dr Farooq Rafique (FR)<br/>Deputy Senior Manager – Sindhu Balakrishnan (SB)</p> <p><b>Healthwatch</b> – OP - also providing the Zoom Facilities for this meeting</p> |  |                           |
|                | Agenda items  | Minutes  | Actions                   |
| 1.             | <b>Reminders</b>  | <ul style="list-style-type: none"> <li>- All were reminded of strict confidentiality</li> <li>- The ground rules for Zoom and timings were discussed.</li> <li>- Final message from previous Interim Chair JLD who expressed her concerns about the practice and explained why she no longer wanted to continue with the role. Everyone thanked JLD, who then swiftly left the meeting.</li> </ul>   | All to note               |
| 2.             | <b>Minutes of previous meetings on 1st and 8th June 2020</b>  | <ul style="list-style-type: none"> <li>- Issues with previous minutes discussed which include grammar errors and missing information. Also confirmed that apart from the above, there were no false claims mentioned or inaccurate points</li> <li>- Disagreement over who should be doing the minutes for the PPG meeting. MF mentioned a constitution which states that the practice manager should be the one doing the minutes. YB wants to understand and to review this document/constitution as no one had any prior knowledge of its existence. This is to be confirmed in the next meeting</li> <li>- TE and EW both agreed that it should not be Randolph doing its own minutes. This is to be discussed in the interim meeting in January.</li> <li>- AT agreed to proofread the minutes of this meeting</li> </ul> |                           |
| 3.             | <b>Randolph Surgery Update</b><br><b>Practice Manager YB with contributions from colleagues</b>   | <p><b>Covid Vaccinations Update:</b></p> <ol style="list-style-type: none"> <li>1. Covid Vaccinations are to be commencing mid-December. However there has not been any confirmation as to where this would be taking place</li> <li>2. Queries raised in regard to whether informal carers would be eligible for the COVID vaccine as at the moment it will first be offered to high-risk patients over the age of 80. All reminded that there has not yet been clear guidance for the above from NHSE</li> </ol>   | All to note               |

**General information:**

1. Nurses and Health Care Assistant appointments are still ongoing with face-to-face diabetic clinics, immunisations, cervical screening and more. Asthma reviews to continue over the phone due to COVID restrictions
2. Doctors to continue with telephone appointments and triaging any face-to-face appointments when required. Admin will not book any face-to-face appointments unless doctor has agreed
3. Flu clinics to continue, with 4 admin staff fully trained to administer them

**Clinical Staffing:**

1. Clinical Lead - Dr Farooq Rafique: Monday, Tuesday, Wednesday & Friday
2. General Practitioner - Dr Mike Ehima: Monday, Tuesday & Wednesday
3. New General Practitioner – Dr Elizabeth Lammens – starting 12<sup>th</sup> January onwards with 4 sessions on Thursday and Fridays
4. In-house Pharmacist - Nadya Jethwa
5. Dr Laily Pourghomi currently on maternity leave
6. New Practice Nurse - Lea to start in January
7. Health Care Assistant: Monday, Tuesday, Wednesday, Thursday & Friday
8. Physician Associate: Monday, Tuesday, Wednesday, Thursday & Friday
9. Deputy Senior manager - Sindhu Balakrishnan

The Clinical Team will be complete as of January!

**Practice Admin Staffing**

1. Currently down one admin member but actively looking for a replacement.

All to note

**Patient Appointments, Notifications and Advice:**

1. Facial coverings mandatory for all patients that attend the surgery.
2. Please do not attend the surgery if you have any flu like symptoms or have travelled within 2 weeks
3. Preferably only one parent to attend child vaccination appointments to adhere to social distancing guidelines.
4. Daily face-to-face clinics have resumed at the surgery for all vaccination and health reviews.
5. All patients will be triaged before entering our general waiting area.
6. Dr IQ is currently the best point of contact to adhere with NHS Guidelines.
7. Medication Reviews are done via telephone with our in-house pharmacist
8. Regular cleaning in contact areas.
9. Interpreters: This service is available, however British sign language is currently unavailable until further notice from the CCG.
10. Please do not attend the surgery if you have any flu like symptoms or have travelled within 2 weeks
11. Diabetic programmes, mental health and depression reviews, cancer patients follow up and shielding patients are our current focus. Weekly proactive reviews are done with these patients and discussed regularly at clinical meetings and home visits are being arranged daily by GPs and District nurses. Acute patients are also being reviewed as and when needed with self-referral services in place and various clinicians available to manage complex issues.

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|    |  | <p>12. Emergency Appointments available daily from 8.00 am by calling the surgery directly.</p> <p>13. Vaccinations by district nurses. Clinic will be by appointment only as to observe government guidelines. Clinical rooms will be allocated, and full PPE will be worn by all clinical staff, rooms will be disinfected regularly throughout the day.</p> <p>14. Child Vaccinations. Still quite slow but patients are more confident to bring their children to the surgery.</p> <p>15. Staffing updates. Admin team has been fully trained to administer Flu Vaccinations to assist with flu clinics. Ongoing COVID training daily for all staff as guidelines constantly changes.</p> <p>16. Extended hours – Dr IQ available Monday-Sunday 8.00 am – 8:00 pm to accommodate all queries. We aim to respond to all requests on the day including new patient registrations and medication request. Opening times for the surgery 8.00 am – 6:30 pm.</p>  |             |
| 4. | <b>Patient Participation Group – PPG</b> | <ul style="list-style-type: none"> <li>- An interim PPG meeting will take place on Monday 25<sup>th</sup> January at 18:00 to address the purpose of the PPG and to agree what needs to happen before the scheduled March meeting. YB apologises as she won't be able to join this meeting, but any queries can be relayed to YB via email</li> <li>- TE asked whether there are any other PPGs within ATM to learn from in order to conduct a better meeting with a purpose. All recognise that it is their role to support the practice as well as hold us to account for any issues.</li> <li>- Details of the PPG meetings always to be published on the notice board, inviting any patients to join. YB questioned whether or not there are specific criteria the PPG were looking for in terms of new members.</li> <li>- It is in the practice's best interest to have wide representation on the PPG. YB to continue to find patients willing to join the PPG</li> <li>- Confirmed that only initials are to be used in the minutes as per the CCG, otherwise there needs to be explicit consent from the patient to be mentioned within the PPG meeting/minutes. CCG should not be able to see any patient identifiable information.</li> </ul> | All to note |
| 5. | <b>Comms</b>                             | <p><b>Communications:</b></p> <p>Practice telephone contact number – 0207 052 7560</p>   | All to note |

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| 6.  | <b>Any other business</b> | <p><b>Current Feedback from patients:</b></p> <ol style="list-style-type: none"> <li>1. SB reiterated that Randolph has received 24 positive reviews recently with only 3 negative reviews, which were all addressed and sorted.</li> <li>2. Mention of issues with phones not being picked up by admin staff and SB has reassured that there are frequent spot checks with the admin team to determine the cause of the issue e.g., what time and how many calls are coming through which will then allow us to change shift timing to accommodate</li> </ol> <p><b>Actions before the next meeting:</b></p> <ol style="list-style-type: none"> <li>1. MF to send the documents mentioned above to YB to review and action accordingly</li> <li>2. TE and OP will organise the meeting in January</li> <li>3. AT to proofread the minutes for this meeting</li> <li>4. To come up with a solution in regard to minute taking</li> </ol> | All to note |
| <b>Dates of Next Meetings</b>   |                           | Monday – 1st March 2021<br>Thereafter: 7th June 2021 - 6th September 2021 - 6th December 2021  |             |
| <b>The PPG exists as a specific, diverse group of Patient Activists, working on behalf of all Patients for the overall good of the Randolph Surgery, the Services and the Local Community. A positive critical friend, working in tandem with the Clinicians and Practice Management.</b>   |                           |  |             |
| <p><b>Information to note:</b></p> <ul style="list-style-type: none"> <li>• The PPG does <u>not</u> have access to any Patient Records</li> <li>• ALL Patient issues must be drawn to the attention of the Practice Manager, Yasmin Bouzelmate – telephone: 020 7052 7560</li> <li>• Please ensure Patient Records at The Randolph Surgery are updated with both your email address and mobile telephone contact numbers, in order that they may send you text and email information and newsletters in future</li> <li>• The Randolph Surgery website — <a href="https://www.westlondonpractice.co.uk/">https://www.westlondonpractice.co.uk/</a></li> </ul> |                           |  |             |